

**E. B. Cape Center  
Fee Policy FAQ's**  
Effective January 24, 2006

**Internal Customers**

**Q: Why does the E.B. Cape Center charge for training?** To recover direct costs to operate the E.B. Cape Center from users - internal or external customers as required by bond covenants and the Operating Agreement between the PWE and HR departments.

**Q. Who sets and approves the fees?** E. B. Cape Center management will review, analyze, and recommend changes to this policy on an annual basis. Our Board of Governors will review and approve the fee policy on an annual basis.

**Q. How much will my department be charged for my training?** A step-fee implementation of \$15 the first year (FY2006), \$25 the second year (FY2007), and \$35 per person / per day the third year (FY2008) is implemented effective July 1, 2005. City departments will be charged for their employees attending courses at the E. B. Cape Center on the following basis:

- |    |   |  |
|----|---|--|
| a. | Courses whose duration is 1-3 days      | \$15 per person/per day                  |
| b. | Courses whose duration is beyond 3 days | Fees negotiated by E. B. Cape Management |

In the event the Cape Center staff is requested to conduct workshops at offsite locations, departments will be charged as indicated above for services rendered.

**Q. When will the E.B. Cape Center begin charging fees for training?** The effective date of the fee policy is July 1, 2005. However, as a practical matter, we have advanced employee registrations into September 2005. As a result, we will apply a three-month grace period and will not begin charging for training until October 1, 2005 (except for external customers). Any department whose employees are taking training during or after October 1, 2005 will be subject to the fee policy.

**Q. I work in PWE Fund 701. Will I be charged if I attend a training class at the E.B. Cape Center?** No. This policy applies to all city departments, offices and employees **except** for those in Fund 701- Public Utilities of the Public Works and Engineering Department. As the owner of the facility, Fund 701 employees, per the bond covenants, are not charged for attending E.B. Cape Center training.

**Q. Is any of the training free?** Training deemed mandatory by the Mayor or Board of Governors such as Orientation, certain safety courses, certain affirmative action courses, etc. will be at no charge to internal customers.

**Q: How will the E.B. Cape Center handle charges for specialized training courses?** Fees for requested specialized training courses conducted by a vendor or the E. B. Cape Center will be based upon negotiated price with the vendor or E. B. Cape Center, internal and/or external customer charges, plus cost of materials, if applicable.

**Q. Does the E.B. Cape Center charge for using their training rooms? If so, how much?** Fees for room rental for events or classes **ONLY** (per day) are the following:

<u>Classrooms</u>		<u>Auditorium</u>		<u>PC Lab</u>		<u>Atrium and Breakroom</u>	
IC	\$150.00	IC	\$150.00	IC	\$150.00	IC	\$100.00
EC	\$200.00	EC	\$250.00	EC	\$250.00	EC	\$150.00

**Note:** IC is for Internal Customer. EC is for External Customer.

Fees for room rental for more than one (1) day

- Fees for room rental for extended periods of time will be negotiated by Cape management.
- Fees, if applicable, for cost of materials copied, purchased or developed by the Cape Center will be extra and determined by Cape management.
- Room use time overage - \$15.00 per hour; make ready/cleanup if needed - \$50.00.

In addition, fees for citywide initiatives requiring use of the E. B. Cape Center such as Open Enrollment for Retirees on health benefits, etc. will be negotiated by Cape Management.

**Q. What other services is the E.B. Cape Center required to charge fees for?** Fees for customized training programs developed by Cape Center staff or external professionals, satellite broadcasts, or internet web casts will be negotiated by Cape management based upon registration cost, room usage and other costs as applicable.

**Q. My department provides Adjunct Faculty to help the E.B. Cape Center develop and instruct training courses held at the E.B. Cape Center. Can we get a discount on the fees charged employees in our department?** Departments who provide adjunct professors to the Cape Center will receive a discounted fee of 27% on their employees attending any E.B. Cape Center classes. This does not apply to room rentals.

**Q. How will the E. B. Cape Center charge my department?** The E. B. Center will initiate monthly interdepartmental transfers by the 15<sup>th</sup> of the next month. All affected departments will be provided with fee determination documentation.

## **External Customers**

**Q. I am not an employee with the City of Houston. Can I attend training classes at the E.B. Cape Center? How much will I be charged?** Yes, external customers can attend most training courses at the E.B. Cape Center (some are city specific and not applicable.) External customers may attend classes if there are available seats. The payment of all applicable fees is due at the time of attending classes. External customers (EC) will be charged for attending **all** courses at the E. B. Cape Center on the following basis.

- a. Courses whose duration is 1-3 days                      \$ 75 per person/per day
- b. Courses whose duration is beyond 3 days Fees negotiated by E. B. Cape Management

**Q. What if I cancel or no show for a class? Is there a charge?** We do charge for cancellations and no shows as follows:

- a. All cancellations require 48 hours written notification prior to class start time or the full fee for each person per day will be billed.
- b. No shows will be billed full fees for classes if they do not cancel their registrations in the above allotted time.

**Q. How does the external customer make payment?**

External customers must register for classes or make room reservations in advance. Likewise, payment must be made in advance. In emergencies, please turn the payment into the instructor on the first day of class or Martha Whitley if for room reservations. We accept money orders, cashier's checks, or institutional checks. We do NOT accept cash or personal checks. Please make payment out to "The City of Houston." If mailing your payment, please mail payments to the attention of:

Carlos de Hoyos  
Administration and Operations Manager  
E. B. Cape Center  
4501 Leeland  
Houston, Texas 77023

If additional information is needed relative to this policy, please feel free to contact Ramiro Cano, Assistant Director at 713-837-9350 or Art Haller, Cape Center Administrator at 713-928-4542.